

ATTACHMENT 4

-----Original Message-----

From: Williamson, Jill R [mailto:Jill.Williamson@BellSouth.com]

Sent: Monday, May 06, 2002 2:46 PM

To: Tyra Hush

Cc: patricia.b.woods@wcom.com; van.cooper@BellSouth.com;

Sheila.Rockett@bridge.bellsouth.com

Subject: Line Loss Notification Status

Tyra,

This is in response to your email dated 4/30/02 requesting responses from BellSouth on specific questions surrounding line loss notifications. The answers to your questions are captured below. Let me know if this addresses your concerns.

Is MCI correct that migrations are now appearing as losses on the BellSouth web GUI and that these lines have not really been lost? Is this error a result of the single C order process?

We've reviewed your analysis on line loss notifications posted to the web versus those sent via NDM and have determined that the incremental loss notifications identified on the webpage should not have been posted. When single C was implemented, the webpage code was not changed to look for an AECN with an outward action code. Therefore, the AECN received was posted as a loss, regardless of the action code. This began occurring on 3/24 and was corrected on 4/15.

Does this error impact all CLECs?

This error impacts all CLECs utilizing the line loss notifications posted to the webpage.

When/how will this problem be announced to the CLEC community?

This will be communicated with the CLEC community through a carrier notification by May 7, 2002.

When/how will this problem be corrected?

As stated above, this issue was corrected on 4/15.

Why does the MCI NDM file continue not to include all losses posted to the BellSouth web site? Please provide a root cause analysis of this problem.

See answer to question #1.

Please provide us with a complete list of "fixes" made to the line loss process for MCI, including the dates on which these fixes were made.

"Fixes" for MCI include:

Edits to prevent BellSouth Retail service representative input

errors 2/28
Requirement variance in NDM file and web report

4/15
Single C notifications on NDM file
4/15

Changes requested by MCI include:
Changes to MCI's loss notification feed to add disconnect reasons
2/2
Provide recovery data back to May 2001
4/15

Are the losses reported via NDM all real line losses?
Yes

Is there a way for MCI to separate real losses from other reported losses?
The NDM file or the loss notifications posted to the webpage should be used
by MCI to determine line losses

Jill Williamson
Director - BTS Network Services
404-927-4790
jill.williamson@bellsouth.com
ipager: jillwilliamson

"The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential, proprietary, and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from all computers."